

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2165
ANSWERED ON:05.03.2003
BIFURCATION OF BSNL
UMMAREDDY VENKATESWARLU

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether there is a proposal to bifurcate BSNL to create a separate organisation for its cellular operations;
- (b) if so, the details thereof; and
- (c) the steps taken by BSNL to meet the competition from private cellular operators?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

- (a) No, Sir.
- (b) Does not arise in view of (a) above.
- (c) The steps taken by BSNL are:
 - (i) Offering of various competitive tariff plans for facilitating affordability of BSNL's cellular services.
 - (ii) Establishment of distribution channels in addition to BSNL's own Customer Service Centres for easy accessibility to services for the consumers.
 - (iii) Nationwide coverage including important National Highways & Railway routes of the country.
 - (iv) Offering of nationwide roaming facility to post paid and zonal roaming to prepaid category customers.
 - (v) Establishment of Call Centres to address Consumer grievances regarding mobile services.
 - (vi) Continuous monitoring of the network performance for providing good quality services and thereby customer satisfaction.